



## OFFICIAL RESPONSES TO VENDOR QUESTIONS RFP-2022-NHH-03-PSYCH

No.	Question	Answer
1.	<b>General</b> Who is the current contractor/incumbent for these services?	Current contractor information* is available online at: <a href="https://sos.nh.gov/media/aswn5pj3/05b-gc-agenda-040721.pdf">https://sos.nh.gov/media/aswn5pj3/05b-gc-agenda-040721.pdf</a>  <b>*Note:</b> <i>The current contract includes additional services that are not being solicited as part of this RFP.</i>
2.	<b>General</b> What are the expected days and hours that on-call coverage will be required at each facility?	See Subparagraphs 3.2.37.3 and 3.2.39.3, as well as Part 3.3.13.1.5.
3.	<b>General</b> What is the anticipated average daily number of after-hours calls to be handled by personnel provided by the selected Vendor(s)?	The Department estimates between five (5) and ten (10) after-hours calls per day across all facilities.
4.	<b>General</b> Can vendors propose costs associated with university or training programs, including medical students, residents, and post-graduate fellow positions?	No. While New Hampshire Hospital has medical students, residents, and post-graduate fellows that rotate through the facility, the Department will not consider costs associated with these types of programs in proposals for this RFP.
5.	<b>General</b> What are the anticipated standard work schedules for personnel at each facility?	See Addendum #2.
6.	<b>General</b> What is the estimated budget for this RFP?	See Subsection 4.2. Vendors must propose costs in Appendix E – Staffing List.
7.	<b>General</b> Is the Department seeking vendors to 1) provide comprehensive medical services directly to patients or 2) to recruit and	The Department is seeking a vendor to provide comprehensive medical services directly to patients in collaboration with the Department's clinical staff at each facility.



	provide human capital to provide medical services overseen by the Department?	
8.	<b>General</b> Will the selected Vendor(s) be responsible for providing any commercially available and/or proprietary programming curricula, assessments, evaluations, or any other program materials to provide the services in this RFP?	The selected Vendor(s) may utilize commercially available and/or proprietary programming curricula, assessments, evaluations, or other program materials as needed to maximize the quality of care delivered to patients.
9.	<b>General</b> Will the selected Vendor(s) be responsible for providing a competency restoration program and any related program materials?	No.
10.	<b>General</b> How many admissions occur on average per day at each facility?	New Hampshire Hospital admits approximately 3-5 patients per day, and Glenclyff Home admits approximately 1-2 patients per month.
11.	<b>General</b> What is the average amount of time needed to credential and onboard new Psychiatrists?	The amount of time needed to credential and onboard new Psychiatrists is variable and dependent on the individual.
12.	<b>General</b> If providing services at both NHH and NHFH, will providers be required to be credentialed at each facility separately?	Yes.
13.	<b>General</b> What is the average non-English speaking population and population using American Sign Language (ASL) across all facilities?	The average non-English speaking population and population using American Sign Language (ASL) is 10%-15% across all facilities.
14.	<b>General</b> Will any personnel provided by the selected Vendor(s) supervise Department employees?	No.

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15.	<b>General</b> a) Will the selected Vendor(s) be responsible for developing and implementing clinical guidelines and policies for the vendor's personnel? b) Will the Department's staff be required to adhere to the selected Vendor's guidelines and policies?	a) The selected Vendor(s) will collaborate with the Department's staff at each facility to create any necessary clinical guidelines and policies, as requested by the Department. Personnel provided by the selected Vendor(s) will be required to adhere to State of New Hampshire policies, including, but not limited to, the Code of Ethical Conduct. b) The Department's staff will not be required to adhere to the selected Vendor's guidelines and policies
16.	<b>General</b> Does the Department currently have an integrated, multi-disciplinary electronic health records (EHR) system at NHH and Glenclyff Home that includes patient scheduling functionality?	Yes.
17.	<b>General</b> Will the selected Vendor(s) be responsible for providing and incurring costs associated with additional clinical services, such as inpatient stays, ambulance trips, pharmaceutical, and onsite laboratory and x-ray services?	No. However, in the course of providing the clinical services in this RFP, personnel provided by the selected Vendor(s) will be responsible for identifying the need for and facilitating access to these additional services, which are provided at the Department's facilities and/or via other contracts.
18.	<b>General</b> Do admissions to the facilities occur 24 hours per day and seven (7) days per week?	Yes.
19.	<b>General</b> Will the vendor be responsible for the cost of the medications, including psychotropic medications?	No.
20.	<b>General</b> Will the Department consider an entirely telehealth model?	No.
21.	<b>General</b>	No.

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	Does the Department typically host debriefing sessions with vendors if not awarded?	
22.	<b>General</b> Will the Department accept electronic signatures?	Yes.
23.	<b>General</b> How many completed suicides have occurred at NHH and Glenclyff Home over the past five (5) years?	There have been no completed suicides at NHH or Glenclyff Home in the past five (5) years.
24.	<b>General</b> How many deaths related to alcohol and/or drug overdoses or withdrawal have occurred at NHH and Glenclyff Home over the past three (3) years?	There have been no deaths related to alcohol and/or drug overdoses or withdrawal have occurred at NHH and Glenclyff Home over the past three (3) years.
25.	<b>General</b> Please provide data regarding backlogs by facility for any type of medical or psychiatric appointments over the past three (3) years.	There are currently no backlogs for medical or psychiatric appointments and/or care within these facilities.  NHH currently has 15 to 20 adults waiting for admission to inpatient psychiatry. Glenclyff Home currently has 33 individuals waiting for admission to long-term psychiatric care.
26.	<b>General</b> How does the Department address patient grievances and/or complaints regarding medical and or psychiatric services?	New Hampshire Hospital's Patient Experience department advocates on behalf of patients, conducts patient rights-investigations, and partners with leaders across the health-system to improve systems and processes and minimize future grievances.  HEM 309.01 further clarifies how grievances are to be addressed in New Hampshire: <a href="https://www.dhhs.nh.gov/oos/bhfa/documents/hem309.pdf">https://www.dhhs.nh.gov/oos/bhfa/documents/hem309.pdf</a>
27.	<b>General</b> Please provide data regarding the volume of forensic and psychological assessments	NHH currently experiences approximately 26 referrals for forensic psychology per year and generates approximately 33 orders per month for general psychology.



	and evaluations at each facility.	
28.	<b>General</b> Please provide additional data by facility regarding quality and safety metrics, including the use of seclusion and restraint.	Additional data regarding quality and safety metrics at each facility, including the use of seclusion and restraint, can be found via the following links:  a) NHH: <a href="https://www.qualitycheck.org/nqig-detail/?bsnId=1118&amp;msrsetid=13">https://www.qualitycheck.org/nqig-detail/?bsnId=1118&amp;msrsetid=13</a> b) Glenclyff Home: <a href="https://www.medicare.gov/care-compare/details/nursing-home/30E059?id=b116afb9-ceb0-4aeb-9868-f6bfe49aec7d&amp;state=NH">https://www.medicare.gov/care-compare/details/nursing-home/30E059?id=b116afb9-ceb0-4aeb-9868-f6bfe49aec7d&amp;state=NH</a>
29.	<b>General</b> Will NHH continue to operate the forensic unit (H unit) upon commencement of services at New Hampshire Forensic Hospital (NHFH)?	Yes. Patients in the forensic unit (H unit) at NHH typically are forensic in nature but more stable than the population who will be served at NHFH.
30.	<b>General</b> Does the Department anticipate that the NHFH will be operating all twenty-four (24) beds upon commencing services?	Upon commencing services at NHFH, the number of beds in operation will be contingent on staffing levels available to safely and appropriately provide care. It is possible NHFH will require a ramp-up phase upon opening until staffing levels are safe enough to operate all twenty-four (24) beds.
31.	<b>General</b> What is the total number of units and a total bed capacity at NHH?	See Addendum #2.
32.	<b>General</b> Will NHH require neuropsychology services as part of this RFP?	No. The Department is not requesting neuropsychology services as part of this RFP.
33.	<b>Section 1, Subsection 1.1</b> Is there any preference for local vendor and/or references provided by local clients?	No. However, the selected Vendor's personnel will be required to provide in-person care onsite at the facilities in the applicable service areas.
34.	<b>Section 1, Subsection 1.1</b> How many contracts does the Department anticipate awarding for services in this RFP?	See Subsection 1.1. Purpose and Overview.



35.	<b>Section 1, Subsection 1.1</b> Why is the Department soliciting these services instead of fulfilling these services internally?	The Department is soliciting these services due to highly specialized nature of the clinical personnel needed.
36.	<b>Section 3, Subsection 3.1., Paragraph 3.1.1.</b> How will the selected Vendor(s) be expected to work with the Department to continue developing and refining an integrated mental health care system?	See Subsection 3.1.1.
37.	<b>Section 3, Subsection 3.1, Paragraph 3.1.3.</b> How many billable days per year are there for one (1) full-time equivalent?	One (1) full-time equivalent is equal to one (1) full-time employee who works forty (40) hours per week for fifty-two (52) weeks per year, including annual and/or sick leave provided in accordance with the selected Vendor's leave policies.
38.	<b>Section 3</b> Will the Chief Medical Officer described in Paragraph 3.2.3 oversee the General Medical Director described in 3.3.1 if the different Vendors are selected for Service Areas 1 and 2?	No.
39.	<b>Section 3, Subsection 3.2</b> Will clinical staff provided by the selected Vendor(s) be required to be fully credentialed prior to beginning work under the resulting contract?	Yes. See Subparagraph 3.4.21.4.
40.	<b>Section 3, Subsection 3.2., Paragraph 3.2.1</b> Are vendors allowed to propose more than one Staff Psychiatrist to reduce the patient-to-provider ratio in Service Area #1?	Yes.
41.	<b>Section 3, Subsection 3.2., Paragraph 3.2.3.</b>	Yes. See Paragraph 3.2.3.



	Is Chief Medical Officer required to be physically present at New Hampshire Hospital a minimum of forty (40) hours per week?	
42.	<b>Section 3, Subsection 3.2., Paragraph 3.2.19</b> a) Can Staff Psychiatrists supervise Psychiatric Advanced Practice Registered Nurses (APRN)?  b) If so, can Staff Psychiatrists supervising Psychiatric APRNs be permitted to carry a caseload of up to 12 patients?	a) Yes.  b) Yes.
43.	<b>Section 3, Subsection 3.2., Paragraph 3.2.21, Subparagraph 3.2.21.4</b> Is the Staff Psychiatrist dedicated to the NHH forensic unit required to be certified in forensics?	Yes. See Addendum #2.
44.	<b>Section 3, Subsection 3.2., Paragraph 3.2.29., Subparagraph 3.2.29.4</b> What professional malpractice insurance amounts does the Department find satisfactory for vendors who conduct telepsychiatry?	The Department will negotiate professional malpractice insurance amounts with the selected Vendor.
45.	<b>Section 3., Subsection 3.2., Paragraph 3.2.32</b> Can a vendor provide unlicensed Psychologists, including post-graduates, to provide services under the supervision of the Chief Psychologist?	No.
46.	<b>Section 3., Subsection 3.2., Paragraph 3.2.36., Subparagraph 3.2.36.7</b> Will Forensic Psychologists at New Hampshire Forensic Hospital (NHFH) have the same responsibilities?	See Addendum #2.





47.	<b>Section 3., Subsection 3.2., Paragraph 3.2.36., Subparagraph 3.2.36.10</b> Is the Behavioral Analyst required to be a Board Certified Behavior Analyst (BCBA)?	Yes. See Addendum #2.
48.	<b>Section 3., Subsection 3.2., Paragraph 3.2.37</b> Will the part-time Medical Director be solely responsible for providing direct psychiatric care at Glenclyff Home, or will the Department provide additional clinical staff to provide psychiatric services?	The part-time Medical Director will be the only Psychiatric Physician for Glenclyff Home but will participate in a team-based care model with the nurses, social workers, therapists, and other community-based and contracted providers at Glenclyff Home.
49.	<b>Section 3., Subsection 3.2., Paragraph 3.2.39., Subparagraph 3.2.39.1</b> Will completion of a clinical stability and insurance certification be sufficient to meet the inter-disciplinary case review requirement?	No. Inter-disciplinary case reviews are intended to be a forum whereby nurses, social workers, providers, and other clinicians participate in in-person meetings to review and ensure discharge plans are in-place and are being actively worked on for this patient population.
50.	<b>Section 3., Subsection 3.2., Paragraph 3.2.39., Subparagraph 3.2.39.4</b> Does the Department currently use telemedicine and/or telepsychiatry?	Yes. The Department currently uses telemedicine and/or telepsychiatry on a limited basis at New Hampshire Hospital, as approved by the NHH CEO on a case-by-case basis.
51.	<b>Section 3., Subsection 3.2., Paragraph 3.2.40., Subparagraph 3.2.40.2</b> Would a performance evaluation questionnaire constitute an evaluation tool?	Yes.
52.	<b>Section 3., Subsection 3.2., Paragraph 3.2.42</b> Can vendors proposed a full-time position dedicated to quality assurance efforts?	No.
53.	<b>Section 3., Subsection 3.2., Paragraph 3.2.42</b> Will the Department provide any staff to support the vendor's efforts in	See Subsection 3.5, Paragraph 5, bullet (d).





	implementing quality assurance efforts?	
54.	<b>Section 3., Subsection 3.3., Paragraph 3.3.1</b> Is the General Medical Director in Service Area #2 required to be a physician, or can the role be filled with an APRN?	See Paragraph 3.3.3.
55.	<b>Section 3., Subsection 3.4. Paragraph 3.4.3</b> Will the selected Vendor(s) be required to provide additional personnel for any coverage gaps due to leave time?	See Paragraph 3.4.3.
56.	<b>Section 3., Subsection 3.4., Paragraph 3.4.6</b> Please clarify how the selected Vendor(s) will be required to adjust staffing levels in the event of a healthcare emergency and how the Department will pay for these services.	See Addendum #2.
57.	<b>Section 3., Subsection 3.4., Paragraph 3.4.11</b> Will personnel providing the services in this RFP be provided with paid time-off and/or leave time?	See Paragraph 3.4.11.
58.	<b>Section 3, Subsection 3.4, Paragraph 3.4.20</b> Is it mandatory to utilize a sub-contractor?	No.
59.	<b>Section 3, Subsection 3.4, Paragraph 3.4.22</b> Will the selected Vendor(s) be required to provide any computers, tablets, mobile telephones, or other equipment, including equipment needed to provide the services in this RFP?	No. See Subparagraph 3.4.22.1.
60.	<b>Section 3., Subsection 3.4., Paragraph 3.4.22., Subparagraph 3.4.22.1</b>	No.



	Will the vendor be responsible for the cost of State-issued devices and equipment?	
61.	<b>Section 3., Subsection 3.5, Paragraph 1, Subparagraph a, Part i.</b> Will vendors be awarded fewer points for positions that do not currently have a proposed candidate identified and are designated as "To Be Determined"?	No.
62.	<b>Section 3., Subsection 3.5, Paragraph 1., Subparagraph b.</b> Are vendors required to submit resumes for any proposed candidates who are currently employed or in the process of being hired by the vendor?	Yes. However, vendors must redact personal information from resumes. See Subsection 3.5, Paragraph 1, Subparagraph b., and Addendum #2.
63.	<b>Section 3., Subsection 3.5, Paragraph 1., Subparagraph b.</b> Can vendors submit job descriptions in lieu of resumes?	No. See Subsection 3.5, Paragraph 1, Subparagraph b.
64.	<b>Section 3., Subsection 3.5, Paragraph 6</b> Does the Staff Psychiatrist position for the NHH forensic unit referenced in Subsection 3.2.21.4 contribute to patient-to-provider ratio calculation?	Yes.
65.	<b>Section 3., Subsection 3.7, Paragraph 3.7.4</b> Will the Department's copyright ownership apply to a selected Vendor's corporate policies, clinical guidelines, and protocols developed prior to an awarded contract?	No. See Paragraph 3.7.4.3.
66.	<b>Section 3., Subsection 3.7., Paragraph 3.7.5.,</b> Will the Department provide language translation services as needed at NHH and	Yes.



	Glenclyff Home?	
67.	<b>Section 4, Finance</b> Will the Department provide a cost template to submit with their cost proposals?	See Appendix E – Staffing List.
68.	<b>Section 4, Subsection 4.2</b> Are there any other cost categories, other than staffing costs, that the selected Vendor(s) will be expected to incur in providing these services?	See Subparagraph 3.4.21.6.
69.	<b>Section 6., Subsection 6.3</b> Will vendors who did not submit a Letter of Intent have access to all RFP amendments, official responses, and other attachments via the Department's website?	Yes.
70.	<b>Section 7., Subsection 7.2</b> Can vendors submit one (1) proposal for both service areas?	See Addendum #2.
71.	<b>Section 7., Subsection 7.2., Paragraph 7.2.9.</b> Are references required to be on a reference's letterhead?	No.
72.	<b>Section 7., Subsection 7.2., Paragraph 7.2.11</b> Are vendors required to submit the completed Appendix C with their proposals?	Yes.
73.	<b>Appendix A - P37 and Standard Exhibits, Section 3, Effective Date/Completion of Services</b> Is the Department willing to consider any proposed changes to Appendix A - P37 and Standard Exhibits, Section 3, Effective Date/Completion of Services?	The Department is willing to negotiate changes to Appendix A - P37 and Standard Exhibits, Section 3, Effective Date/Completion of Services, with the selected Vendor. However, modifications are not guaranteed.



74.	<p><b>Appendix A - P37 and Standard Exhibits, Section 7, Personnel, Paragraph 7.1</b></p> <p>Is the Department willing to consider any proposed changes to Appendix A - P37 and Standard Exhibits, Section 7, Personnel, Paragraph 7.1, in its entirety and replace it with the following language?</p> <p>7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor certifies that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.</p>	<p>The Department is willing to negotiate changes to Appendix A - P37 and Standard Exhibits, Section 7, Personnel, with the selected Vendor. However, modifications are not guaranteed.</p>
75.	<p><b>Appendix A - P37 and Standard Exhibits, Section 8, Event of Default/Remedies</b></p> <p>Is the Department willing to consider any proposed changes to Appendix A - P37 and Standard Exhibits, Section 8, Event of Default/Remedies, including Subparagraphs 8.2.1 through 8.2.4?</p>	<p>The Department is willing to negotiate changes to Appendix A - P37 and Standard Exhibits, Section 8, Event of Default/Remedies, including Subparagraphs 8.2.1 through 8.2.4. However, modifications are not guaranteed.</p>
76.	<p><b>Appendix A - P37 and Standard Exhibits, Section 9, Termination</b></p> <p>Is the Department willing to consider any proposed changes to Appendix A - P37 and Standard Exhibits, Section 9, Termination?</p>	<p>The Department is willing to negotiate changes to Appendix A - P37 and Standard Exhibits, Section 9, Termination, with the selected Vendor. However, modifications are not guaranteed.</p>



77.	<p><b>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 10, Data/Access/Confidentiality/Preservation</b></p> <p>Is the Department willing to consider any proposed changes to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 10, Data/Access/Confidentiality/Preservation?</p>	<p>The Department may negotiate changes to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 10, Data/Access/Confidentiality/Preservation with the selected Vendor. However, modifications are not guaranteed.</p>
78.	<p><b>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 13, Indemnification</b></p> <p>Will the Department modify Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 13, Indemnification to except claims, liabilities, and costs arising out of, related to, or resulting from contribution of the acts or omissions of the State?</p>	<p>No.</p>
79.	<p><b>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 13, Indemnification</b></p> <p>Will the Department delete Section 13, Indemnification, in its entirety and replace with the following:</p> <p>13. CONTRACTOR LIABILITY. The Contractor is responsible and liable for any personal injury or property damages caused by its, its employees, agents, contractors and subcontractors' action or omission.</p>	<p>No.</p>
80.	<p><b>Appendix A - P37 and Standard</b></p>	<p>The Department is willing to negotiate changes to Appendix</p>



	<b>Exhibits, Form P-37, General Provisions, Section 14, Insurance</b>  Is the Department willing to modify Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 14, Insurance?	A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 14, Insurance, with the selected Vendor. However, modifications are not guaranteed.
81.	<b>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 15, Workers' Compensation</b> Is the Department willing to consider any proposed changes to Section 15, Workers' Compensation?	The Department is willing to negotiate changes to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 15, Workers' Compensation with the selected Vendor. However, modifications are not guaranteed.
82.	<b>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 17, Amendment</b> Is the Department willing to consider any proposed changes to Section 17, Amendment?	The Department is willing to negotiate changes to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 17, Amendment with the selected Vendor. However, modifications are not guaranteed.
83.	<b>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 18, Choice of Law and Forum</b> Will the Department modify Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 18, Choice of Law and Forum, to allow any actions to be brought and maintained in federal courts in New Hampshire in addition to the New Hampshire Superior Court?	No.
84.	<b>Appendix A - P37 and Standard Exhibits, Exhibit I Health Insurance Portability and Accountability Act Business Associate Agreement</b>	The Department may negotiate changes to Appendix A - P37 and Standard Exhibits, Exhibit I Health Insurance Portability and Accountability Act Business Associate Agreement with the selected Vendor. However,



	Is the Department willing to consider any proposed changes to Appendix A - P37 and Standard Exhibits, Exhibit I Health Insurance Portability and Accountability Act Business Associate Agreement?	modifications are not guaranteed.
85.	<b>Appendix A - P37 and Standard Exhibits, Exhibit K, DHHS Information Security Requirements</b> Is the Department willing to consider any proposed changes to Appendix A - P37 and Standard Exhibits, Exhibit K, DHHS Information Security Requirements?	The Department may negotiate changes to Appendix A - P37 and Standard Exhibits, Exhibit K, DHHS Information Security Requirements, with the selected Vendor. However, modifications are not guaranteed.
86.	<b>Appendix E - Staffing List</b> Should each individual position/FTE be listed on a separate row in Appendix E – Staffing List?	Yes.
87.	<b>Appendix E - Staffing List</b> Can Vendors propose position titles in addition to those included in this RFP and the dropdown menus provided in the Appendix E – Staffing List?	No.
88.	<b>Appendix E – Staffing List</b> Will the Department provide any administrative staff to support medical operations conducted by chosen vendor(s) of this RFP?	No. Vendors must proposed any administrative staff that they anticipate will be needed to provide the services in this RFP.